

# Strategic Plan Progress Report

Date: June 4, 2021



Ohio Network for Innovation

## Learning and Growth: Relationship Development

Strategic Objective	Initiatives	Accomplishments
Improve Workforce Relationships	Develop workforce capacity and capabilities	<ul style="list-style-type: none"> <li>2021 continuing Weekly Tactical Meetings with Josh Young, Steve Long and Cathy Henthorn</li> <li>Routine waiver team meetings have been implemented</li> <li>March 2021: Quarterly Strategic Plan meeting held</li> <li>Quarterly Strategic Plan meetings are set for each quarter in 2021</li> </ul>
	ONI employee development	<ul style="list-style-type: none"> <li>March 2021: Implemented Employee Development Planning with Josh with goals for leadership development established</li> <li>Planning for implementation with team of waiver employees</li> </ul>
Improve Board Member Engagement	ONI board member engagement	<ul style="list-style-type: none"> <li>March 2021: 100% board member attendance at Check-in meeting board</li> </ul>

## Internal Processes: Increase Product Options

Strategic Objective	Initiative	Actions Completed
Improve Product Development	New product development	<ul style="list-style-type: none"> <li>New Service: May 18<sup>th</sup> DODD Waiver services began with Self-Directed Support in Knox County</li> </ul>
	ONI / MEORC product guidelines	<ul style="list-style-type: none"> <li>Utilized guideline for 2 possible new services: waiver provider (ONI) and independent provider pool pilot for Licking County (MEORC)</li> </ul>

## Customer: Increase Customers

Strategic Objective	Initiative	Actions Completed
Increase Customer Value	Supported Decision Making implementation	<ul style="list-style-type: none"> <li>Continuing to reach new audiences and pursue new partnerships</li> <li>Recently spoke with:               <ul style="list-style-type: none"> <li>OSDA</li> <li>Regional Autism Advisory Council of Southwest Ohio</li> <li>Safe In Home</li> <li>Various community partners in Tuscarawas County (Mental Health, Children's Services, Aging, Probate Court)</li> <li>Fairfield County Guardianship Services Board</li> </ul> </li> </ul>
	Increase housing and employment of record customer base	<ul style="list-style-type: none"> <li>The summer JET program in Carroll County</li> <li>Ongoing discussions with 2 county boards about possible housing services</li> </ul>

## Financial: Financial Sustainability

Strategic Objective	Initiative	Actions Completed
Increase Branding	Improve ONI brand	<ul style="list-style-type: none"> <li>March 2021: ONI Annual Balanced Score Card Report created and shared via MEORC email groups, posted on ONI website</li> </ul>
Expert in Non-Profit Management	Improve knowledge of non-profit opportunities	<ul style="list-style-type: none"> <li>Have scheduled planning meeting for August 2021</li> </ul>
	Implement funding model	<ul style="list-style-type: none"> <li>March 2021: Received a \$25,000 PPP loan</li> <li>May 2021: Developed priorities for funding model (grants, staffing service and expansion of waiver service)</li> </ul>

## Conclusions / Recommendations

At the first Quarterly Strategic Planning meeting with MEORC and ONI staff, we set short and long-term priorities for 2021 and 2022. The majority of actions completed in this progress report are related to the short-term priorities.

## Strategy Map

Vision	Connecting Strong Communities			
Mission	Supporting Creative Options Through Cutting Edge Solutions			
Strategic Goals	Relationship Development	Increase Product Options	Increase Customers	Financial Sustainability
Business Objectives and Strategy Map		Measures	Targets	Initiatives
Financial		<ul style="list-style-type: none"> <li>New funding streams</li> <li>Audits</li> </ul>	<ul style="list-style-type: none"> <li>Increase funding streams</li> <li>Clean audit reports</li> </ul>	<ul style="list-style-type: none"> <li>Improve ONI Brand</li> <li>Improve knowledge of non-profit opportunities</li> <li>Implement funding model</li> </ul>
Customer		<ul style="list-style-type: none"> <li>Customer retention level per product</li> <li># of new customers purchasing products</li> </ul>	<ul style="list-style-type: none"> <li>Maintain customer levels</li> <li>Increase number of new customers per product</li> </ul>	<ul style="list-style-type: none"> <li>Supported Decision Making Implementation</li> <li>Increase housing and employment of record customer base</li> </ul>
Internal Processes		<ul style="list-style-type: none"> <li>New products launched</li> </ul>	<ul style="list-style-type: none"> <li>Increase 1 new product annually</li> </ul>	<ul style="list-style-type: none"> <li>New Product Development</li> <li>ONI/MEORC Product Guidelines</li> </ul>
Learning and Growth		<ul style="list-style-type: none"> <li>Board member engagement</li> <li>Employee engagement</li> </ul>	<ul style="list-style-type: none"> <li>Quorums for board meetings attained</li> <li>Increase employee engagement</li> </ul>	<ul style="list-style-type: none"> <li>Develop workforce capacity and capabilities</li> <li>ONI Board Member Engagement</li> <li>ONI Employee development</li> </ul>
Committed to Success, Making Changes Quickly, Working Together, Forward-Thinking, Honesty, Kindness				